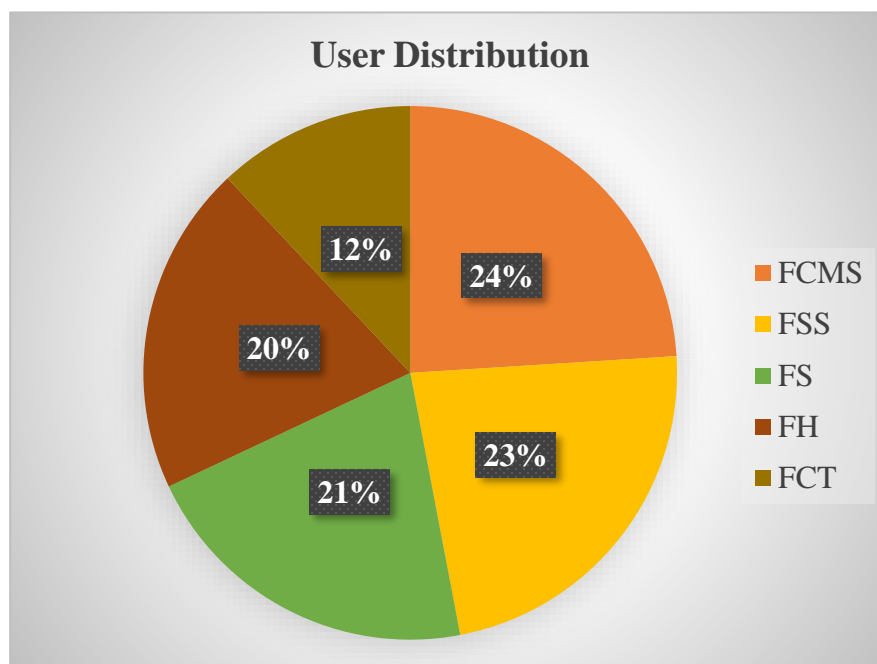


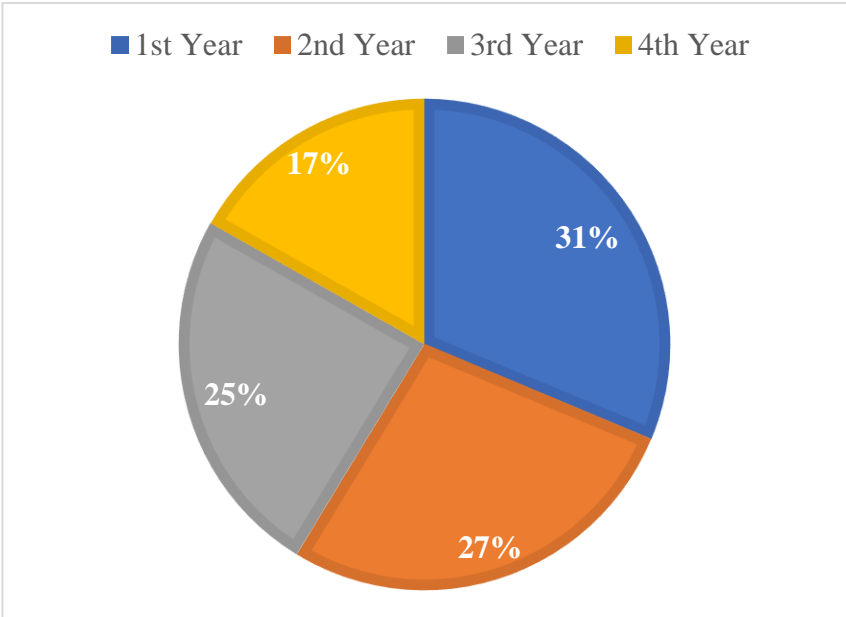
User satisfaction on resources & services of academic library: A case of the library, University of Kelaniya

A.P.U. De Silva^{1*}, A.S. Rubasinghe² & R.A.A.S. Ranaweera³

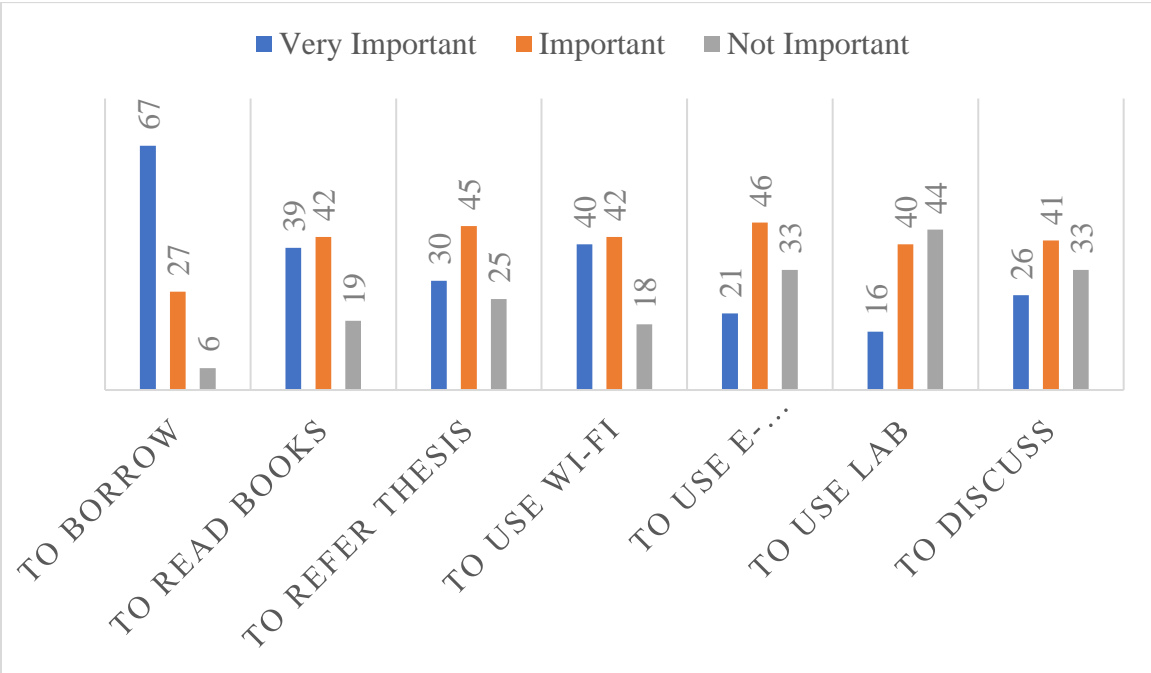
Summary: This user survey was conducted to identify the user satisfaction on library resources and the services of the library, University of Kelaniya. The target population group of the study was 9067 registered students for the academic year 2018/2019. That excluded the students of the Faculty of Medicine. 368 undergraduates were selected as a sample of the study. A structured questionnaire was distributed among undergraduates of the five faculties, namely, Faculty of Commerce & Management (FCMS), Computing & Technology (FCT), Humanities (FH), Social Science (FSS) and Science (FS).



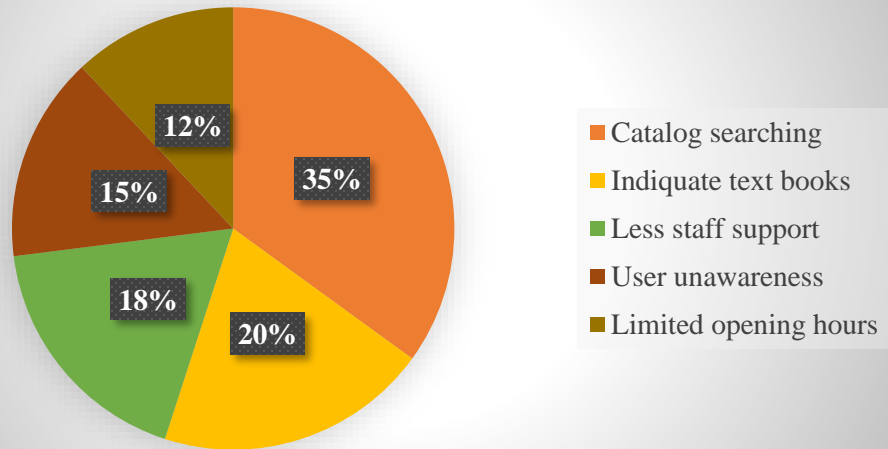
Sample distribution year wise



Purpose of using the library



Barriers users' faced using the library



Overall satisfaction of the library resources and services

